

DIRECT VIDEO CALLING



Direct Video Calling

Direct Video Calling (DVC) enables direct calling from deaf and hard of hearing individuals using a videophone with a real time video connection directly to an ASL-trained agent within your call center.

Start a Direct Video Calling Program Today

Beginning a DVC program addresses many problems in communicating with your deaf, hard of hearing, or speech disabled customers.

- 1) Communicate Directly in ASL** - Change the dynamic between you and your ASL-using customer. DVC vastly improves the quality of service that you are able to provide because you are communicating one-to-one.
- 2) Cost-Saving Productivity** - Creating a DVC program cuts down on call times and eliminates miscommunication and errors.
- 3) Create Jobs** - DVC creates jobs for those with disabilities and helps you become a more inclusive, diverse business.

ACE Direct is an open-source solution for DVC created by the FCC that is currently available for you to use. See the other side of this flier to learn more or contact the FCC today to learn more about how you can start a DVC program. Email DVC@FCC.gov.



Improved Communications: Direct video calling improves privacy and efficiency which, in turn, increases productivity.



Career Opportunities: Employing native ASL users to handle customer service video calls expands hiring opportunities for people with disabilities.



Secure: Use high-speed broadband and your own internal networks without compromising security or facing potential barriers created by firewalls.



Stay in ADA Compliance: Ensure your organization stays in compliance with the Americans with Disabilities Act.



Cost Savings: Replacing interpreted calls with direct communication saves money by increasing the effectiveness of calls and minimizing the need for repeat calls due to miscommunication and/or misunderstanding.

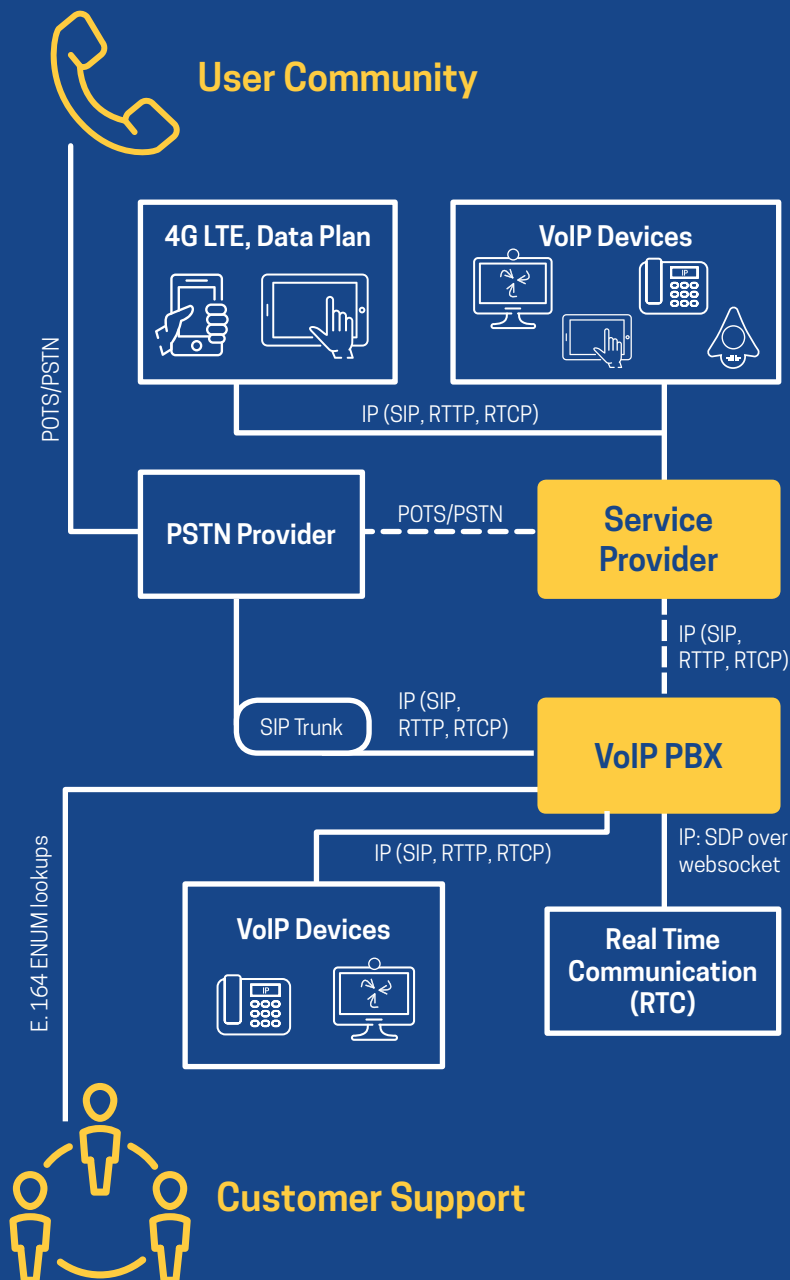
ACE Direct

Discover open-source technology that allows your organization to create a direct video calling program. With ACE Direct, you can easily route video calls to the right place within your current system.

ACE Direct is an initiative sponsored by the Federal Communications Commission (FCC).

For more information, contact: DVC@FCC.gov

Auto Call Routing



Open Source Technology Used

Asterisk Open Source PBX to handle call management, queuing, and routing

Node.js for event driven JavaScript network application services

AngularJS

LAMP/LEMP Stacks for the development and deployment of dynamic web applications

WebRTC, sipML5 and OpenTok to develop and deploy embedded video applications

Neustar iTRS to assign and lookup telephone numbers associated with Video Relay Service (VRS)

Real Time Text (RTT) messaging for real time data streaming
Zendesk customer service and support ticket system

Apache ServiceMix Enterprise Service Broker to integrate and unify disparate data source

